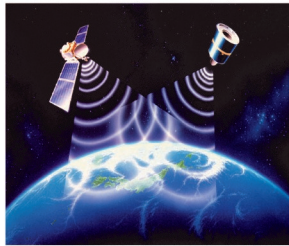


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Massachusetts State 911 Department Newsletter

Proposed Conversion Dates



The Next Generation 9-1-1 project is proceeding along with circuits being ordered and provisioned, and data center equipment being installed and configured at the General Dynamics Information Technology (GDIT) lab. Once thorough testing is completed, the equipment will be moved to the two data centers. The PSAP deployment phase of the project is ramping up with GDIT preparing the Training Centers and pilot PSAP's equipment. The State 911 Department is on target to start the pilot PSAP deployment in May 2015 and are working on finalizing the rest of the schedule. If you are planning any moves or renovations please let us know by contacting Jeff Jeffers at (508) 821-7213. If you have any general questions regarding Next Generation 9-1-1, please feel free to send an email to ng911@massmail.state.ma.us. If you have any questions specific to scheduling, please contact Tricia Pries at (508) 821-7206

Below you'll find the currently planned schedule for cutover of the six pilot sites.

PSAP	Proposed Conversion Date
Boxborough	5/19/2015
Grafton	5/21/2015
Duxbury	5/26/2015
Rockport	5/28/2015
Blackstone	6/2/2015
Wilbraham	6/4/2015



Updates from our Training Division

The State 911 Department wishes to announce the retirement of Wally Smith



Pictured Above: Wally Smith and the 38th Public Safety Communications Academy Graduates

Wally L. Smith retired from the State 911 Department on January 30, 2015. As a full time trainer, Wally played an important role in the statewide deployment of Enhanced 9-1-1 services during the 90's and the deployment of the Legacy 9-1-1 system in the 2000's that introduced the ability to map the location of wireline and wireless callers. It's fair to say that Wally trained and certified thousands of Massachusetts telecommunicators during his tenure with the State 911 Department and was always praised for his training ability.

We offer our warmest wishes to Wally as he begins the next chapter of his life in retirement with his lovely wife, Sandy.

The State 911 Department welcomes two new trainers to our Training Division!



John Brunelli



Kevin Lewis

John Brunelli, a certified Paramedic and former firefighter, joins our team after spending the past 10 years certifying telecommunicators in a variety of topics all over the country. He is best known in Massachusetts for his knowledge and boundless energy as an EMD instructor.

Kevin Lewis joins our team after 17 years of service as 9-1-1 telecommunicator with the Wellesley Police Department. Kevin is a certified EMT, EMT Instructor, and BLS CPR Instructor for the American Heart Association.

We welcome their training expertise as we move forward into Next Generation 9-1-1 and all that it has to offer.

Updates from our Fiscal Division



PSAPs will continue to receive payment notifications for all reimbursements reconciled. In addition, the State 911 Department Fiscal Division will continue its best efforts to assist and support PSAPs in reconciling these payments to the original request. In an effort to manage resources and assist PSAPs, it is requested that PSAPs have the reimbursement request(s) in question available when calling.

Funding awarded under the EMD/Regulatory Compliance Grant in categories A, B, C, and/or D restricts eligible expenses under both the Training Grant and EMD/Regulatory Compliance Grant to certification requirements set forth in 560 CMR 5.00: Regulations Establishing Certification Requirements for Enhanced 911 Telecommunicators, Governing Emergency Medical Dispatch, and Establishing 911 Call Handling Procedures. (A copy of this regulation may be found on our website at www.mass.gov/e911.)

PSAPs are reminded that if employees attend a training class hosted by the State 911 Department, they need not submit a copy of the roster with the reimbursement request. The Training Division makes State 911 Department rosters available to the Fiscal Division. PSAPs are advised that if they wish to receive a copy of a State 911 Department roster for their internal use, they should contact the Training Division. However, rosters will not be available immediately following completion of the course.

If you have not yet filed your FY 2015 Support and Incentive Grant application and/or Training Grant and EMD/Regulatory Compliance Grant application, you are reminded that the application deadline is **Wednesday, April 1, 2015**

Regionalization efforts within the Commonwealth

An Act Relative to Regional 9-1-1 Emergency Communication District, Chapter 500 of the Acts of 2014, was enacted on January 8, 2015. This legislation provides a governance structure that authorizes the formation of the District and sets forth the manner in which the members may provide for the management of the District, financial terms and conditions of membership, the addition of new member municipalities, and other financial and operational matters. Chapter 500 can be viewed on the State 911 Department website at www.mass.gov/e911.

Anyone seeking information regarding consolidating their respective 9-1-1 call center should contact Christine Wingfield, Regional PSAP Coordinator, at either 339-224-0911 or via email Christine.wingfield@state.ma.us.

Updates from our Systems Division

It's that time of the year where you will be seeing the Systems Analysts from the State 911 Department at your PSAP collecting call volumes for 2014. We don't collect detailed call information, just the total number of calls. You can find prior year call volumes on the State 911 Department's website at www.mass.gov/e911. Call volume numbers for 2014 will be available in Spring of 2015.

On PSAP Patrol with *Ronnie Zuniga* *Duxbury Regional Emergency Communications Center*



Pictured above from left to right: Captain Rob Reardon, Dispatchers Bob Lane, and Mike Mahoney

Happy New Year! We are kicking off 2015 with a brand new edition of PSAP Patrol. This month I had the pleasure of visiting Duxbury Regional Emergency Communications Center (DRECC) in which I spent the day with Captain Rob Reardon (13 year veteran), and Dispatcher Mike Mahoney (10 year veteran). DRECC is comprised of 7 full time, and 11 part time civilian dispatchers, with 2 dispatchers on at all times. The center itself has four radio consoles, two 9-1-1 answering stations, and a 5th portable dispatch station.

Duxbury regionalized with the Town of Plympton two years ago; forming DRECC. They also combined both police and fire, and will serve as one of the Commonwealth's pilot sites for Next Generation 9-1-1. A valuable capability that Captain Reardon spoke of is their ability to monitor schools hallways, stairways, and exits through 135 cameras installed throughout all of their public schools. When asked what the most difficult obstacle were to overcome in the regionalization process, Captain Reardon indicated it was getting all of the different systems to communicate with each other. However, once that was completed, everything else fell into place.

In asking Captain Reardon how he felt about being selected as a Next Generation 9-1-1 pilot site, he stated, "We are excited, we have a seasoned crew and I'm not nervous at all". It shows. For example, Dispatcher Mahoney explained he received a call last year in which a husband was driving his wife (who was in labor) to the hospital. When the man realized she wasn't going to make it, he called 9-1-1. Lucky for the parents to be, they had an experienced EMD certified dispatcher on the other line because before the ambulance could arrive-the baby was born! I asked Mahoney how we felt about this? Humbly he stated "In the heat of the moment-training kicks in. Afterwards, I was like WOW THAT WAS AMAZING"! Indeed it is Mike! It's not difficult to see why Captain Reardon has such pride in his dispatchers. In fact, he firmly believes what sets them apart is their constant training and the intense hiring process candidates must go through in order to get the cream of the crop such as Dispatcher Mahoney.

When Captain Reardon first took over he had many concerns and two that stood out were, how long it was taking to dispatch calls, and dispatcher distraction such as dealing with the front desk, handling fire/gun permits, answering business lines etc. He stated, their goal and sole focus was to provide emergency response service and that's it - "Their job is to be professional dispatchers"!

To remedy the length of time it took to dispatch a call, he adopted the two caller method from Holbrook PSAP. With this method every 9-1-1 call has two dispatchers triaging the call. The primary dispatcher asks the vital questions while the secondary dispatches the appropriate service as soon as he/she hears what is needed. Their goal is to have the call dispatched within 20 seconds, which as we all know that in this line of work every second counts! The other issue was simple to resolve. The PSAP is just that-a PSAP. The center is located in their fire house well away from public view thus having the ability to focus solely on 9-1-1 calls.

In short, being a dispatcher is a very intense and difficult job requiring lots of training. It also takes tremendous skill and patience. As Captain Reardon said, "Patient care begins with knowledgeable well trained dispatchers". Who can argue with that! -Ronnie Zuniga

**Would you like your PSAP to be featured in the "On PSAP Patrol" section of our newsletter?
Please email Public Education Coordinator, Ronnie Zuniga at Ronnie.Zuniga@state.ma.us**

Massachusetts

9-1-1

Help is
at your
fingertips.



www.mass.gov/e911



Massachusetts State 911 Department
1380 Bay Street
Building C
Taunton, Massachusetts 02780

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